

FLOWS AND CONTENTS OF ITEMS OF INFORMATION

FIG. 3

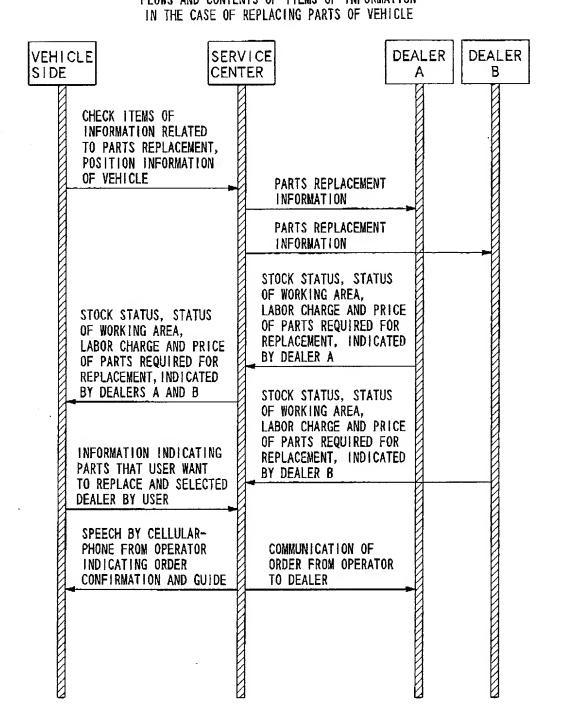
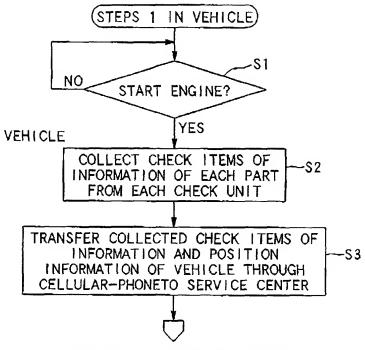


FIG. 4



TO STEPS 2 IN SERVICE CENTER

FIG. 5

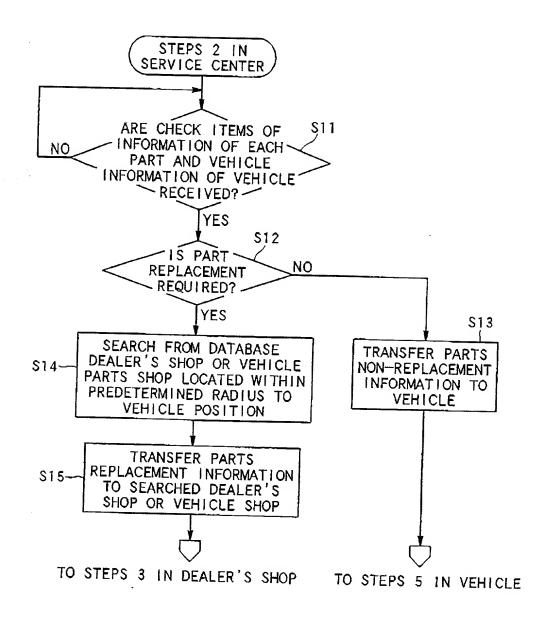


FIG. 6

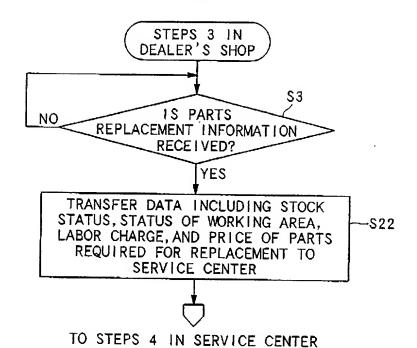


FIG. 7

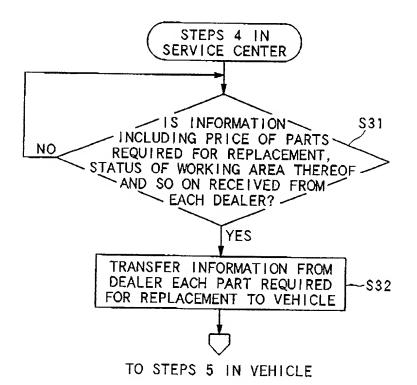


FIG. 8

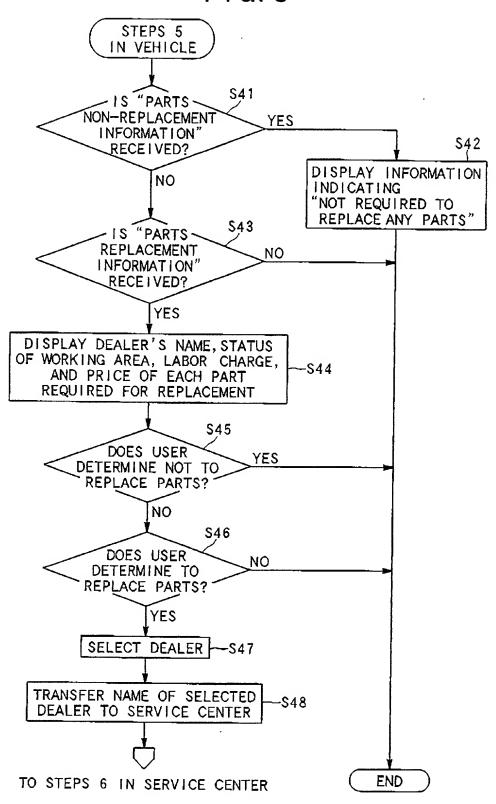


FIG. 9

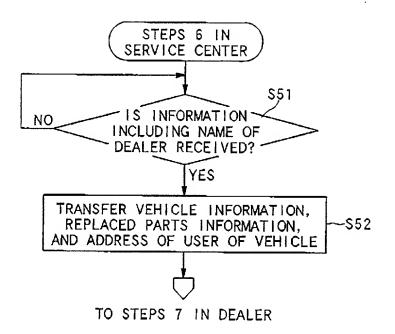
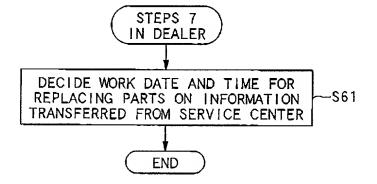


FIG.10



#### FIG. 11

EXAMPLE OF DISPLAYED INFORMATION PROCESSED BY COMPUTER OF SERVICE CENTER AND TRANSFERRED FROM VEHICLE TO SERVICE CENTER

VEHICLE NAME:MI ... CHECK DATE AND TIME: 2000/12/01

VEHICLE POSITION: SAITAMAKEN SAKATOSHI ...

USER: TAROU YAMANAKA CONTACT ADDRESS: 090-3...

| RECORD CHECKED RESULT | 41. 000km | 16/03 REPLACEMENT REQUIRED |  | 85%       | 0/02 REPLACEMENT REQUIRED |             |
|-----------------------|-----------|----------------------------|--|-----------|---------------------------|-------------|
| RE                    |           | 2000/06/03                 | 2000/0                                 | REMAI     | 1998/10/02                | 2000/10/03  |
| NAME OF CHECKING UNIT | MILEAGE   | OIL REPLACEMENT DATE       | OIL FILTER REPLACEMENT DATE 2000/01/10 | BRAKE PAD | TIRE REPLACEMENT DATE     | LIGHT VALVE |

# FIG.12

EXAMPLE OF DISPLAYED INFORMATION TRANSFERRED FROM SERVICE CENTER TO DEALER

| MANUFACTURER: MI                       | VEHICLE          | VEHICLE NAME: MI |
|--|------------------|------------------|
| NAME OF PARTS REQUIRED FOR REPLACEMENT | MODEL NUMBER     | MANUFACTURER     |
| TIRE(225/SR15)                         | TNW-225/SR15 YOK | YOK···           |
| 710                                    | DW3              | A                |
| OIL FILTER                             | M16-C            | W                |

### FIG. 13

EXAMPLE OF DISPLAYED INFORMATION TRANSFERRED FROM DEALER TO SERVICE CENTER

DEALER'S NAME: DEALER A

| NAME OF PARTS REQUIRED FOR REPLACEMENT | MODEL NUMBER      | MANUFACTURER | STOCK<br>STATUS | STATUS OF WORKING AREA      | PRICE   | LABOR  | TOTAL         |
|--|-------------------|--------------|-----------------|-----------------------------|---------|--------|---------------|
| T   DE / 90E / 601F)                   | TAIL 000 / 000 12 |              |                 |                             |         | 171715 |               |
| 1 1 MC (C23/ 3M 13)                    | INW-225/SK15      | YOK          | INO STOCK       |                             |         | J      |               |
|  | 244               |              |                 |                             |         |        |               |
| 0 1                                    | DES               | ·×           | STOCK           | POSSIBLE AT ONICE 1 20 DOOL | 1000 GX | グレコネ   | 43            |
| 47. T                                  | 6110              | -            |                 | יאסווסבר עו סווסר           | 14,000  | 1300   | 44,300        |
| DIL FILER                              | 310-C             |              | STOCK           | POSSIBLE AT ONCE            | 743 CM  | MEDO   | MEDON WA DOOM |
|  |                   |              |                 |                             |         | •      | 7             |

# F1G.14

404 EXAMPLE OF DISPLAYED INFORMATION TRANSFERRED FROM SE

|                             | 1               | SIMPLION LEANS               | -EKKED FR | LED TINFORMALION INANSFERRED FROM SERVICE CENTER TO VEHICLE | TER TO                | VEHICL      | ш                     |
|-----------------------------|-----------------|------------------------------|-----------|---|-----------------------|-------------|-----------------------|
| NAME OF PARTS REQUIRED FOR  | FOR REPLACEMENT | REPLACEMENT: TIRE (225/SR15) | NAME      | NAME OF PRESENTLY USED PARTS: TNW-225/SR15                  | PARTS: TN             | W-225/SR    | 15                    |
|                             |                 |                              |           |   |                       |             |                       |
| DEALER'S NAME               | MODEL NUMBER    | MANUFACTURER                 | STOCK     | STATUS OF   | PRICE                 | LABOR TOTAL | TOTAL                 |
| DEALER'S NAME A             |                 |                              | 201010    | MONNING ANEA  |                       | CHARGE      | AMOUNI                |
|                             |                 |                              | NO STOCK  | 1   | 1                     | 1           |                       |
| DEALER'S NAME B             | TNW-225/SR15    | YOK                          | CTON      | SALIST O ROLL TIAM  |                       | İ           |                       |
| DEALED O NAME O             |                 |                              | 010CF     | WALL FUR 2 HUUKS   \$12,000                                 | * 2,000               |             | $\pm 5001 \pm 12,500$ |
| DEALER S INAINE C           | UMW-225/5R15    | BRI···                       | STOCK     | POSSIBLE AT ONCE #10 0001                                   | ¥10,000               |             | ¥500 ¥10 500          |
| DEALED'S DETAIL INFORMATION | 10,14           |                              |           |   | 1000 (0:              |             | 1000                  |
| BEALL INFORM                | ALION           |                              |           | NOT REPLACE   | NEXT PART INFORMATION | T INFORM    | ATION                 |
| U C F                       |                 |                              |           |   |                       |             |                       |
| O Pt                        |                 |                              |           | 401   |                       | 402         |                       |
|                             |                 |                              |           |   |                       |             |                       |

# FIG. 15

EXAMPLE OF DEALER'S DETAIL INFORMATION DEALER'S NAME: DEALER C

409

ADRESS: SAITAMAKEN SAKATOSHI...

TEL:049...

|  | •               |              |                            |         |      |           |
|--|-----------------|--------------|----------------------------|---------|------|-----------|
| NAME OF PARTS REQUIRED FOR REPLACEMENT | MODEL NUMBER    | MANUFACTURER | USED PART STATUS OF PRICE  | PRICE   | \Z5  | BOR TOTAL |
| 12 H                                   | Diffu oor /cnic | - 40         | בייני סוויים               |         | 5    |           |
|  | DMM-223/3K   3  | BRI          | DIFFERENTIPOSSIBLE AT ONCE | ¥10 000 |      | #10 E00   |
| 70                                     | 282             | V            |                            | 100     |      | 110, 300  |
|  | 212             |              | DAME WALL FOR 20 MIN       | ¥2 000  |      | ¥9 500    |
| OIL FILIER                             | M16-C           | W            |                            | +       |      | 16, 300   |
|  |                 |              |                            | 15, 500 | ±200 | ¥4, U00   |

RETURN 407

ORDER